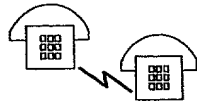


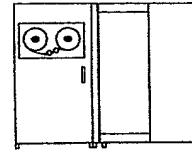
FIG. 1



Person 1



Telecommunications



Interactive Artificially Intelligent Voice Response Unit

Dials Service  
1-800-nnn-nnnn

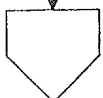
Welcome to the Geography  
Assistance Call Center.  
Please ask a geography  
related question.

3g

What are the rivers of New  
York?

The Rivers of New York are  
the Delaware, Allegheny,  
and Hudson rivers. Do you  
have another question?

7a



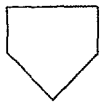
```
<form>
  <field name="sayintro">
    <nomatch>
      <goto next="#no_question"/>
    </nomatch>
    <prompt value expr="question">
      Welcome to the Geography Assistance Call
      Center. Please ask a geography related question.
    </prompt>
    ... code continued in next step
```

```
User request is translated by VoiceXML
...
<grammar src="geo.jsGF" type="application/x-
jsGF"/>
<filled>
  <script>
    <!--
      Script code to process question
      using Prolog Expert System
    -->
  </script>
</filled>
</field>
</form>

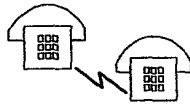
which creates the following Prolog Query:
[parm("query", "what+are+the+rivers+in+New+York")]

The response from Prolog Expert System is VoiceXML
code to speak the answer:
...
<prompt>
  The Rivers of New York are the Delaware, Allegheny,
  and Hudson rivers. Do you have another question?
</prompt>
...
```

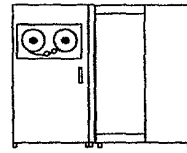
FIG. 2a



Person 1



Telecommunications



Interactive Artificially Intelligent Voice Response Unit

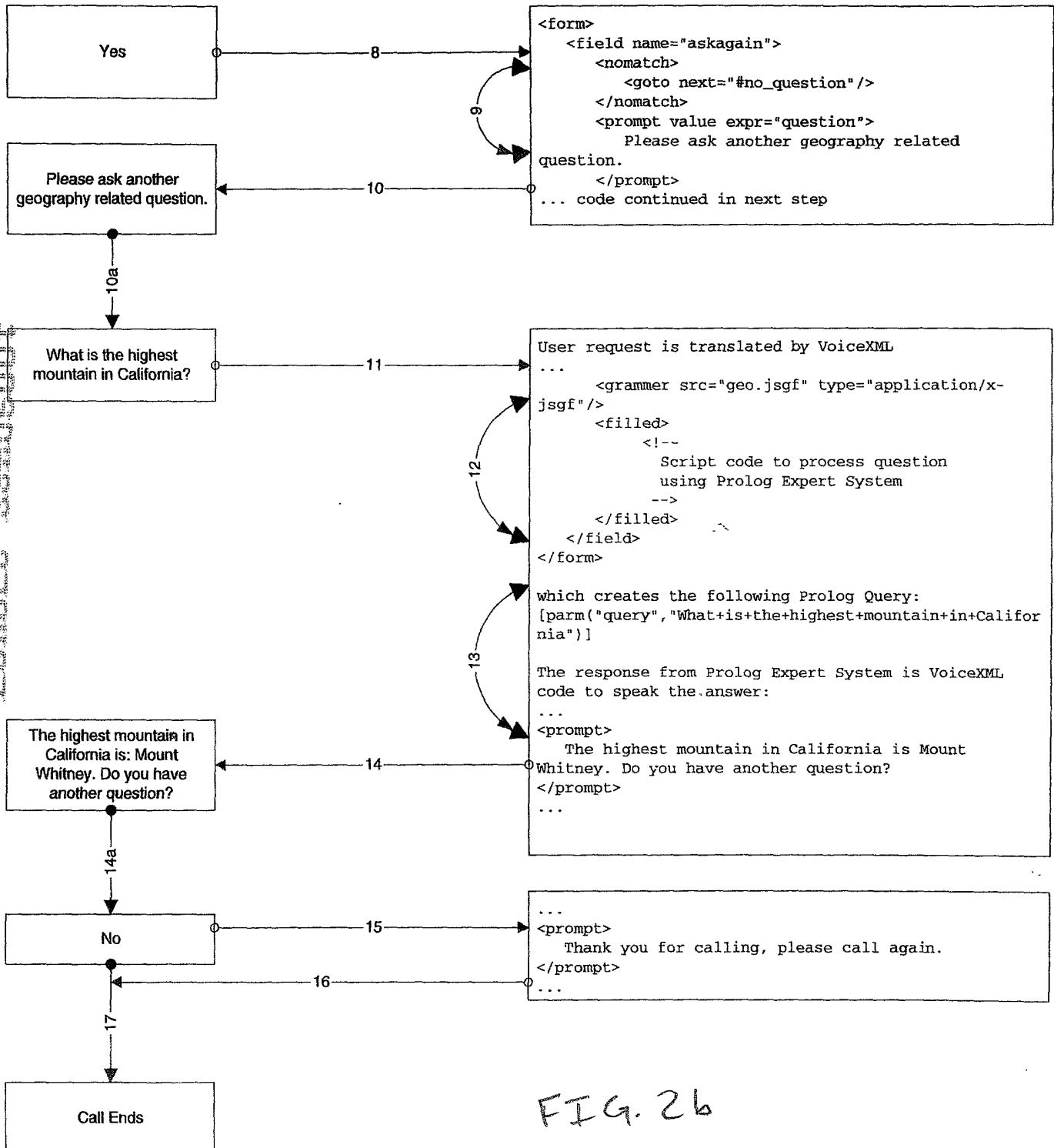


FIG. 2b